Annex 17

Index of Cases Concluded by Full Investigation

Architectural Services Department		
2007/2277	Unreasonably approving stilt structures to be exempted from the calculation of building height restriction	Unsubstantiated
Buildings Department		
2007/2278	Unreasonably approving stilt structures to be exempted from the calculation of building height restriction	Unsubstantiated
Correctional Services Department		
2007/0138	Unreasonably refusing an inmate's request for meals to suit his national diet	Partially substantiated
Department of Health		
2007/1285	(a) Unreasonably postponing the complainant's dental appointment repeatedly; and (b) Poor staff attitude	Partially substantiated
2007/2123	Abusing authority by intervening in the decision of the complainant's employer to extend his contract and unreasonably questioning his integrity	Unsubstantiated*
Electrical and Mechanical Services Department		
2006/3326	Failing to properly handle and follow up a complaint about damaged bollard lights at a street refuge	Unsubstantiated
Environmental Protection Department		
2006/4425	Refusing to accept an application by email for opening an exemption account for disposal of construction waste	Partially substantiated *
Food and Environmental Hygiene Department		
2006/3188	Failing to stop illegal discharge of waste water by the complainant's neighbour into a drainage channel next to her house	Partially substantiated *
Government Logistics Department		
2006/3849	(a) Failing to take proper steps to ascertain that a tender's product met all tender specifications and mandatory requirements in a tender exercise; and (b) Failing to answer the complainant's enquiries directly	Unsubstantiated

(Cases with * have recommendation(s) in the investigation reports.)

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Government Secretariat – Economic Development and Labour Bureau		
2006/4302	Delay in processing a travel agent's licence application	Unsubstantiated
Government Secretariat – Chief Secretary for Administration's Office		
2006/1337	Failing to properly handle and follow up a complaint about damaged bollard lights at a street refuge	Partially substantiated
Government Secretariat – Environment, Transport and Work Bureau		
2007/1985(I)	Wrong rejecting the complainant's request for information on suicide-related incidents on MTR tracks	Substantiated *
Highway Department		
2006/3327	Failing to properly handle and follow up a complaint about damaged bollard lights at a street refuge	Substantiated *
Hong Kong Housing Authority		
2005/3974(A)	(a) Failing to return to the Lands Department a slope adjacent to an HOS estate and unreasonably shifting responsibility for maintenance to owners of the estate; and (b) Not informing purchasers of such maintenance responsibility in sales brochure	Partially substantiated *
Housing Department		
2006/1735	Delay in notifying the complainant of the policy on recovery of his public housing unit while he was in prison, thus making the rents he had paid undeserved	Substantiated other than alleged *
2006/2329	Delay in recovering a public housing unit and effecting transfer of tenancy to the complainant, who had custody of her daughter after divorce and wrongly allowing her ex-husband to stay in the unit	Substantiated *
2006/3350	Unreasonably cancelling the complainant's application for a single-person flat after he and his family members were granted special transfer to another public housing unit	Unsubstantiated *
2006/4378	Failing to give prior warning on levy of surcharge for overstaying in a public housing unit	Partially substantiated *
2007/0149	Unfairly charging higher rent for a storeroom in a public housing estate	Substantiated *

(Cases with * have recommendation(s) in the investigation reports.)

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2007/1791	Allocating a flat with structural problem to the complainant and refusing to compensate him for his loss	Partially Substantiated *
2007/4206	(a) Unreasonably rejecting the complainant's application to add his step-father and sister to his public housing tenancy; and (b) Transferring the complainant's family members to a smaller flat, thereby ignoring their housing needs	Unsubstantiated
2007/4129	Failing to provide reasons for rejecting the complainant's application for public rental housing and refusing to give him the application number	Unsubstantiated
Labour Department		
2007/4378	Failing to verify whether an employer had taken out insurance policy for his employee when processing a work injury case	Substantiated *
Land Registry		
2007/0323	(a) Impropriety in the registration of a charge document against the complainant's property; and (b) Failing to revoke the registration of an instrument with incorrect contents	Unsubstantiated *
Lands Department		
2006/2074	Failing to stop illegal discharge of waste water by the complainant's neighbour into a drainage channel next to her house	Substantiated *
2006/3134	(a) Failing to take enforcement action against a breach of building height restriction; and (b) Impropriety in handling an enquiry about the height restriction of a building	Partially substantiated
2006/3715	Failing to take lease enforcement action, thus condoning illegal parking	Unsubstantiated
2006/4547	Failing to control illegal new graves on the hillside opposite the complainant's residence	Unsubstantiated
Planning Department		
2007/2279	Unreasonably approving stilt structures to be exempted from the calculation of building height restriction	Unsubstantiated

(Cases with * have recommendation(s) in the investigation reports.)

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Post Office		
2006/3182	Installing a public posting box in a private housing estate such that it was not accessible to non-residents of the estate	Partially Substantiated *
Rating and Valuation Department		
2006/2795	Unreasonably allocating similar numbers to a building and a hotel on separate branches of a street	Partially Substantiated
Social Welfare Department		
2006/4314	(a) Improper handling of the complainant's application for Disability Allowance; and (b) Poor service attitude	Substantiated *
2007/1289	Inconsistency in processing renewal of Normal Disability Allowance	Partially Substantiated *
Television and Entertainment Licensing Authority		
2007/2900	Adopting double standards in handling complaints about indecent articles	Unsubstantiated *
Transport Department		
2006/3716	Failing to curb illegal parking	Substantiated *
Water Supplies Department		
2006/3328	Failing to properly handle and follow up a complaint about damaged bollard lights at a street refuge	Substantiated *
2007/4417	(a) Unreasonably refusing a request to adjust water charges; and (b) Delay in giving a substantive reply	Partially substantiated*

(Cases with * have recommendation(s) in the investigation reports.)